

NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, NOIDA

ACADEMIC YEAR – 2015-2016

COURSE : 1st Semester of Post Graduate Diploma in
Accommodation Operations & Management
SUBJECT : Front Office Operations
TIME ALLOWED : 03 Hours MAX. MARKS: 100

(Marks allotted to each question are given in brackets)

Q.1. What are the core and support departments of a hotel? Explain the importance of the front office department.

(4+6=10)

OR

Explain the role and importance of tourism in hospitality industry.

(10)

Q.2. Classify the hotel in the basis of:

- (a) Star classification
- (b) Location and clientele

(5+5=10)

OR

List and explain **ten** types of hotel room.

(10)

Q.3. Explain the personality traits of front office personnel.

OR

Draw an organisation structure of front office department of a large hotel.

(10)

Q.4. Explain the modes, sources and types of reservation.

OR

Draw a flow chart of check-in procedure of a walk-in guest.

(10)

Q.5. Draw the format (**any two**):

- (a) Message slip
- (b) Guest registration card
- (c) Reservation form

(2x5=10)

Q.6. What do you mean by Guest Cycle? Explain the different stages of a guest cycle.
(4+6=10)

Q.7. Explain the inter-departmental co-ordination of front office with other departments.
(10)

Q.8. Differentiate between (**any four**):
(a) Time share and condominium
(b) Bell desk and concierge
(c) Modified American plan and continental plan
(d) Transient hotel and resort
(e) Adjoining room and adjacent room
(f) Star classification and heritage classification
(4x2 ½ =10)

Q.9. Write short notes (**any two**):
(a) Guest complain handling
(b) Food plans
(c) Tariff card
(d) Telephone handling
(2x5=10)

Q.10. **A** State True or False:
(a) The guest who arrives at a hotel with very little or no baggage is known as walk-in guest.
(b) The rack is the highest rate that a hotel quotes for its particular room type.
(c) European plan includes room rent and continental breakfast in tariff.
(d) Guaranteed reservation is a confirm reservation.
(e) In a business hotel the occupancy rate is high in weekends.

B Briefly explain the following terms:
(a) Bermuda plan
(b) Tentative reservation
(c) Pent house
(d) DND
(e) GRE
(5+5=10)
